

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Aug-19
Year: 2019

Sl. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance Achieved (C)
				Within Specified Time	Beyond specified time	
1. Power Supply Failure						
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.		95607	95607	0	100.00%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		19573	19554	19	99.90%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		9	9	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		40387	40387	0	100.00%
(v)	Continuous scheduled power outages		843	843	0	100.00%
(vi)	Replacement of burnt meter		3554	3182	242	89.53%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		08H:40 M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		4328	4327	1	99.98%
Reliability Indices						
4	SAIFI		0.34	0	0	0
	SAIDI		0.19	0	0	0
	CAIDI		0.56	0	0	0
5	Frequency variation		0	0	0	0
6	Voltage imbalance		0	0	0	0
7	Percentage billing mistakes		0	0	0	0